

Reverie Retreat Terms & Conditions

The following booking conditions, together with the information set out on the retreat page of the By Hand & Heart Events website will form the contract between you and us for your retreat experience.

In this contract a reference to "you" and "your" include the lead-named person on the confirmation invoice (who must be at least 21 years old at the time of booking) and all persons on whose behalf a booking is made.

This is By Hand & Heart Events, located in Minneapolis, MN, hosting a retreat in Merrifield, MN during the dates May 3rd-May 6th, 2018.

1. Definitions In this agreement, the following definitions apply unless the context requires otherwise:

"Meeting Point" - means the place specified by us in the Retreat Pack as the place we will meet and start your Retreat.

"Start Date" - means the date on which we meet to start your Retreat

"Retreat" - means the retreat organized by Liv Sherman (Owner of By Hand & Heart Events)

"Retreat Pack" - means whatever documents we send to you in hard or soft copy to provide information about your Retreat.

"The Customer" - Means "you" in this agreement and includes the lead-named person on the confirmation invoice (who must be at least 21 years old at the time of booking) and all persons on whose behalf a booking is made.

2. Included in the retreat

The following items are included:

- Travel from the Meeting Point to your return to the departure point (which is to be the same place)

- Accommodation and all meals

Massage & Yoga services. By Hand & Heart Events reserves the right to modify, remove or change elements of the package and will notify of any changes before the start of your retreat.

- Coaching services provided by Liv Sherman (Retreat host)

The following items are not included: -Roundtrip flights to and from Minneapolis International Airport or any other means of travel to arrive/depart at the Minneapolis departure/return point of the retreat.

- All other costs incurred before you board transport at the Minneapolis Retreat Departure Point and after you return to the departure point

- Travel insurance or any other insurance personal to you
- Passport and visa costs (if coming from outside of the US)
- Vaccinations and medication, before, during and after the Retreat
- Food and drink over and above what we include in the Retreat
- Gratuities you choose to give.

3. Booking your Retreat

You can book the Retreat at any time after our bookings are launched. On booking a minimum of \$577 deposit per person is required (depending on promotional pay plan) and your booking is not confirmed until we receive this booking and our bookings team confirms your booking via email. When we

receive your deposit, we will send you a confirmation invoice which confirms your booking. The contract between us comes into existence at that time. You undertake to pay for the retreat you have booked and we undertake to provide you with the retreat we describe on our website.

Based on the Payment Plan you choose, by booking the retreat you agree to pay the following of the options you choose:

For a **Single bed in a room shared with 3 other women** your payment options are:

1. Pay in full option – 1 payment of \$1897 due at the time of booking
2. Payment plan 1 – 1 payment of \$997 due at the time of booking and one payment of \$997 due 60 days after initial booking (offer expires January 31, 2018)
3. Payment plan 2 – 1 payment of \$577 due at booking, and 3 additional payments of \$577 to be paid monthly after initial booking (offer expires January 1, 2018)

For a **Single bed in a room shared with 1 other woman** your payment options are:

1. Pay in full option – 1 payment of \$1997 due at the time of booking
2. Payment plan 1 – 1 payment of \$1047 due at the time of booking and one payment of \$1047 due 60 days after initial booking (offer expires January 31, 2018)
3. Payment plan 2 – 1 payment of \$627 due at booking, and 3 additional payments of \$627 to be paid monthly after initial booking (offer expires January 1, 2018)

For a **Queen bed in a private bedroom** your payment options are:

1. Pay in full option – 1 payment of \$2197 due at the time

- of booking
2. Payment plan 1 – 1 payment of \$1147 due at the time of booking and one payment of \$1147 due 60 days after initial booking (offer expires January 31, 2018)
 3. Payment plan 2 – 1 payment of \$697 due at booking, and 3 additional payments of \$697 to be paid monthly after initial booking (offer expires January 1, 2018)

For a **King bed in a private bedroom** your payment options are:

1. Pay in full option – 1 payment of \$2247 due at the time of booking
2. Payment plan 1 – 1 payment of \$1177 due at the time of booking and one payment of \$1177 due 60 days after initial booking (offer expires January 31, 2018)
3. Payment plan 2 – 1 payment of \$717 due at booking, and 3 additional payments of \$717 to be paid monthly after initial booking (offer expires January 1, 2018)

If you make a booking on behalf of others as well as yourself, we shall take it that you have the authority of each of those other people to enter into the contract on the basis of these booking conditions and that you and they have agreed to be jointly and severally liable to us.

Any bookings made after January 31st, 2018 require payment in full at the time of booking.

4. Payment

All payments will be made through PayPal Invoices. PayPal is able to accept all major credit cards.

The final balance from all payment plans will be April 1st, 2018.

If you do not pay us before the last date for payment, we

reserve the right to treat your booking as cancelled. If we do that, you accept that all sales are final and no refunds will be given.

5. Changes and cancellations by you

Only the person who made a booking may cancel. The cancellation takes effect from the date at

which an email notification reaches us at liv@byhandandheartevents.com.

Cancellations and refunds are accepted if there is an emergency or a tragic incident preventing you from attending the Retreat. Please reach out to liv@byhandandheartevents.com with concerns regarding a possible cancellation/refund situation. This is taken care of on a case by case basis. Unless otherwise specified in a forthcoming written and signed contract by both parties, all Retreat sales are final.

In any other case, all Retreat sales are final.

If circumstances force you to leave the Retreat early, you will have to bear any additional costs yourself.

6. Booking and Retreat Conditions

The customer shall keep all fixtures, fittings, furniture and effects of the Cabin the retreat will be held at in a clean and good condition and shall replace any articles, which are destroyed, damaged or missing with articles of a similar kind and of equal value.

By Hand & Heart Events reserves the right at its sole discretion to terminate use of the property or any of its facilities by the customer in the event of any breach of these terms and

conditions. The customer will be required to vacate the property and By Hand & Heart Events shall not refund payment or accept any consequential liability damages or loss.

The customer must comply fully with all and any health and safety regulations introduced by By Hand & Heart Events. The customer must ensure that he/she is medically and physically fit and able to use travel, use the facilities and participate in all activities. Customers who have injuries or illnesses are advised to seek doctor's advice if practicing yoga.

By Hand & Heart Events is not liable for any injuries to the customer in participation in activities (on or off site). You need to have your own insurance and bring the details with you in case of an emergency. You should also check with your doctor that you are sufficiently fit and healthy to undertake yoga classes and any other physical activity we have arranged or you may arrange during the retreat. Please check with your own doctor that you are adequately healthy. A customer must always inform the teacher of any previous injuries. If you experience any injury or discomfort during any activity organized for you, then you must desist immediately and advise your host accordingly.

7. Changes and cancellations by us

We reserve the right to change travel and retreat arrangements.

We shall tell you about small changes before departure. If we think a necessary change is important, we will tell you about it as soon as we can.

We are not liable to you in any circumstances for loss or damage or loss of retreat when:

-Unusual and unforeseeable circumstances arise which are

beyond our control, the consequences of which we could not have avoided even with all due care; or

-The change is not significant. We are not liable to pay you any additional travel or any other costs, expenses or losses which you incur as a result of any change or cancellation by us, such as changes to times of connecting flights or other travel arrangements; or

-Any transport, e.g. flight, or additional costs or payments made by you in relation to your booking.

8. Retreat Information:

Approximately four weeks before the Start Date, we shall send you a pack of information relating to your Retreat via email provided at booking. This information will include:

Location of Meeting Point and approximate time of meeting

Any important details relevant your Retreat.

9. Accommodation

Please note that your accommodations will be subject to your choice of room upon booking and the availability of that type of room. Some participants will be expected to share a bedroom with other women, however no bookings will be made without customers having that understanding up front.

The Retreat is located in Merriman, MN. Exact address will be provided to you approximately 2 weeks prior to departure.

10 . Limitations of our liability

We want you to enjoy a perfect retreat with By Hand & Heart Events. We shall do our best to make your Retreat special for you. Nonetheless, we must make clear the limitations in law.

We are not liable to you for:

Any event which happens before you board our transport at the Meeting Point or after you leave our transport at departure;

Any problem arising from your failure to reach the Meeting Point on time, for whatever reason; (though we would do our best to help you in any way we reasonably could)

The quality of the yoga teaching, treatments, or workshops you experience on your By Hand & Heart Events Retreat.

Any aspect of goods or services you buy or accept other than those arranged by us;

Medical problems or physical difficulties, even if you have told us about them in advance;

Medical emergencies;

Your own carelessness or negligence in any aspect of your behaviour whilst with us;

Changes we reasonably make to an itinerary or to accommodation or any other aspect of the management of a Retreat

Problems or issues which we could have resolved whilst on an excursion or tour, but which you raise only after your return.

Injury, illness, death, loss (including loss of enjoyment or possessions), damage, expense, cost or other sum or claim of any description whatsoever which results from either: